

U.S. Department of Veterans Affairs

Bay Pines VA Healthcare System

Transition and Care Management Program

Fred Liggett, Transition Patient Advocate (TPA)

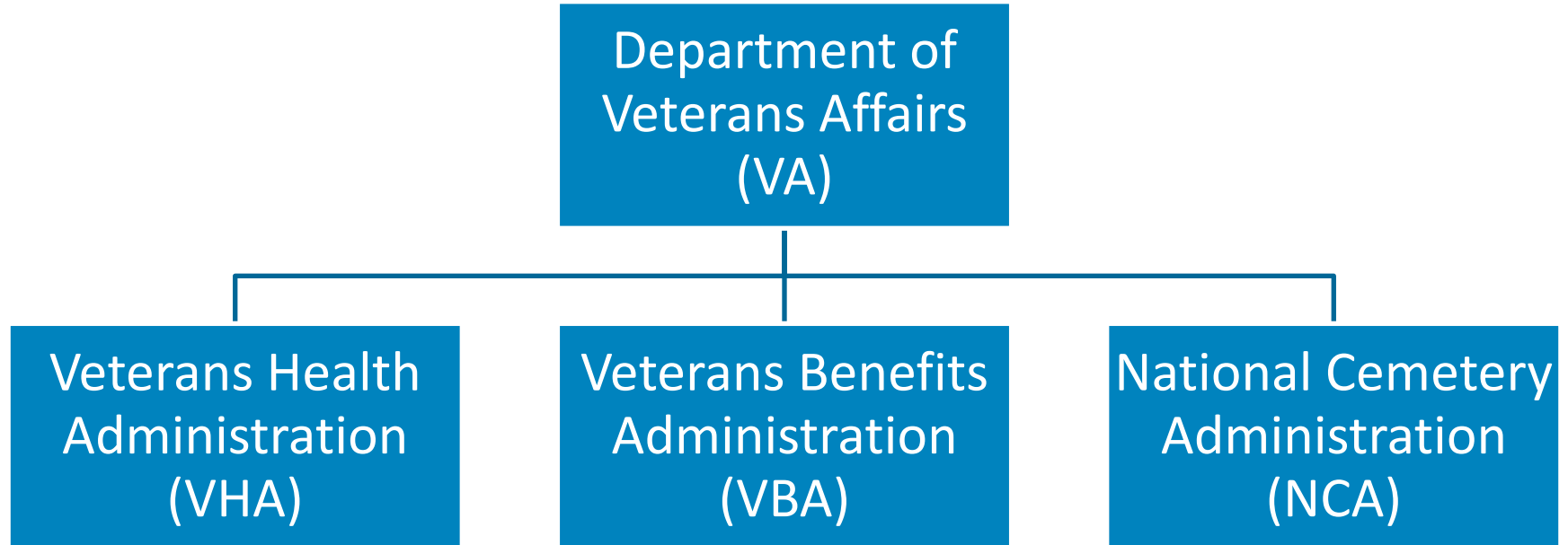


Defining
EXCELLENCE
in the 21st Century

Our Mission (Veterans Health Administration)

*Honor America's Veterans by providing exceptional health care that improves their **health** and **well-being**.*

Department of Veteran Affairs (VA)



Personalized, Proactive, Patient-Driven Care

Our Common Purpose

We honor Veterans by creating compassionate care experiences that exceed expectations

Our Service Standards

Safety

Kindness

Professionalism

Organizational Excellence



I CARE: Integrity, Commitment, Advocacy, Respect, and Excellence

Today's Veterans (Nationally)

Today, there are over 22 Million living Veterans.

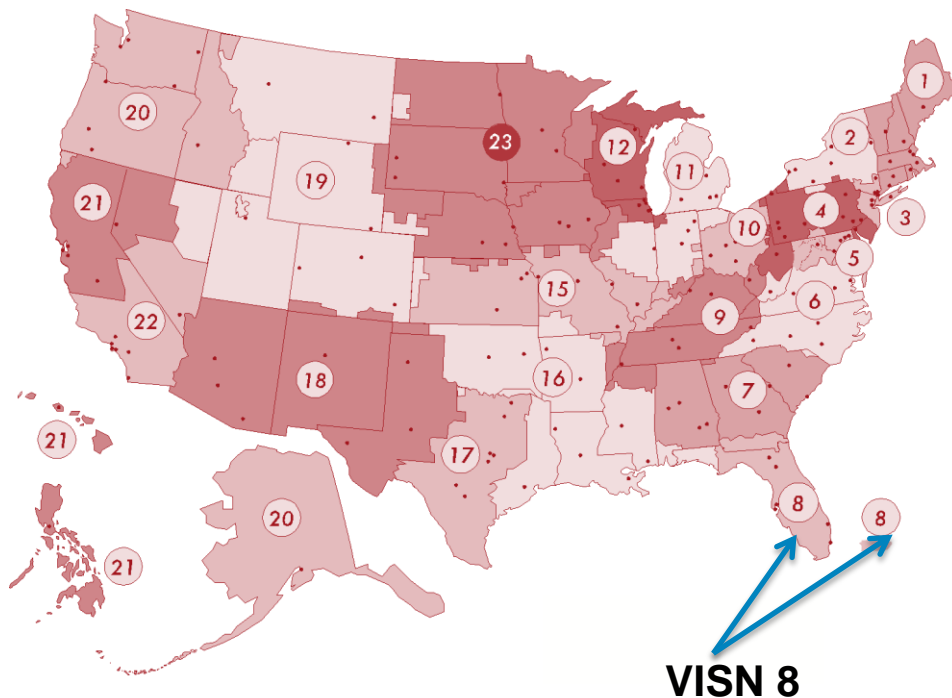


8M+ Veterans are enrolled in the VA health care system

4M+ Veterans and survivors receive VA compensation and pension benefits

Hospital System to Health System

In 1996, VA began the creation of Veterans Integrated Service Networks (VISNs) to transform VA Health Care from a “*Hospital System*” to a “*Health System*.” VHA currently has 21 VISNs. **Bay Pines VAHCS is part of VISN 8.**



Part of the VA Sunshine Healthcare Network (VISN 8). The network includes all VA health care facilities located in Florida , South Georgia, Puerto Rico and the U.S. Virgin Islands.

- **151** Medical Centers
- **820** Community Based Outpatient Clinics
- **300** Vet Centers
- **98** Domiciliary Residential Rehabilitation Programs
- **133** Community Living Centers

C.W. Bill Young VA Medical Center Campus

- Bay Pines originally established in 1933 as a National Soldiers Home for Disabled Volunteer Soldiers
- Celebrated 80th anniversary in March 2013
- Over 300 acres and 32 buildings (and growing)
- Nature Preserve
- Walking Trail
- Fishing Pier



We also share the campus with the Bay Pines National Cemetery (NCA) and a Veterans Benefits Regional Office (VBA)

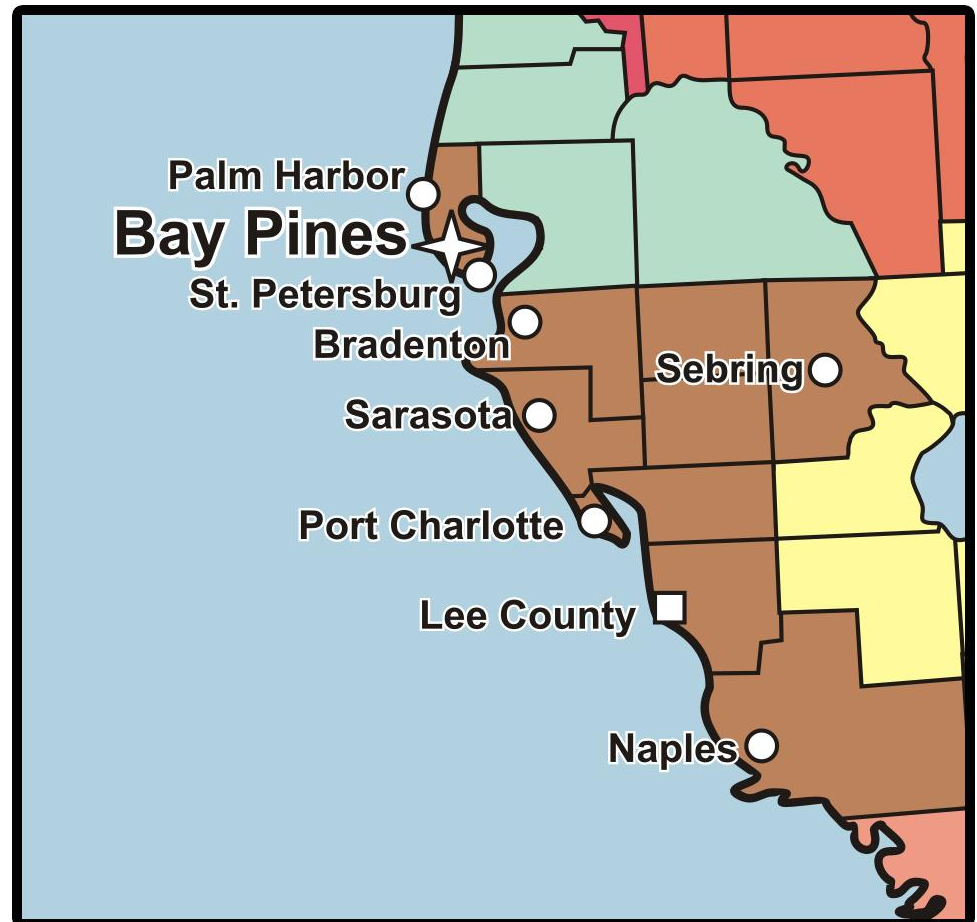
VETERANS HEALTH ADMINISTRATION



One of the few VA campuses in the nation that includes all three Veterans Administrations (VHA, VBA, NCA)

Our Service Area and Facilities

- Bay Pines VA Medical Center
- Palm Harbor CBOC
- St. Petersburg CBOC
- Bradenton CBOC
- Sarasota CBOC
- Sebring CBOC
- Port Charlotte CBOC
- Lee County VA Healthcare Center
- Naples CBOC



Our Executive Team

Suzanne M. Klinker

Healthcare System Director

Kris Brown

Associate Director

Dominique A. Thuriere, MD

Chief of Staff

Teresa Kumar

Assoc. Dir. Patient Care and Nursing

Cory Price

Assistant Director

*“There is no
‘I’ in TEAM.”*

These individuals make up what we call the “**Pentad**.” The team is responsible for oversight and management of all healthcare system operations both administrative and clinical.

WHO WE SERVE

VIETNAM ERA

43%

POST-KOREAN WAR

6%

KOREAN WAR

12%

WORLD WAR II

10%

DESERT STORM

14%

OIF/OEF/OND AND
OTHER PERIODS

5%

POST-VIETNAM ERA

10%

101,940
VETERANS

93,937

MEN

8,000

WOMEN



	<25	25-34	35-44	45-54	55-64	65-74	75-84	85+
BY AGE	646	4,596	4,944	10,017	20,409	29,373	19,718	12,137

Health Care Services Overview

General Outpatient Services

- Primary and Specialty Care
- Outpatient Surgical Care
- Home & Community Based Care
- Transition and Care Management Services (Returning Combat Veterans)
- Mental Health
- Homeless Veterans Care
- Women Veterans Health Care
- Ancillary & Support Services

VETERANS HEALTH ADMINISTRATION

Inpatient Services and Residential Programs

Inpatient Acute Care – 186 beds

- General Medicine & Surgery (145 beds)
- Psychiatry (33 beds)
- Rehabilitation (8 beds)

Inpatient Residential Programs – 211 beds

- Community Living Center (98 beds)
- Hospice & Palliative Care (14 beds)
- Domiciliary (99 beds)
 - Stress Treatment
 - Homeless
 - Transitional Work Experience
 - Substance Abuse
 - Treatment
 - Center for Sexual Trauma Services

Transition and Care Management (TCM) (OEF/OIF/OND)

The Transition and Care Management Program is a transitional program designed to **WELCOME** returning combat veterans into the VA system, to assist with the **civilian transitioning** process by connecting the Veteran and their family members with needed transitional programs and services.

Who does the Transition and Care Management Program serve?

- The National Defense Authorization Act (NDAA) of 2008 extends the period of enhanced health care eligibility to Veterans who served in a theater of combat operations after November 11, 1998.

5 Years Free VA Medical Care

- Veterans who served in a theater of combat operations or hostilities after November 11, 1998 have no copayments during the five-year period after separating from active duty for hospital care, medical services (to include medications), and nursing home care for any illness that cannot be clinically ruled out as being related to combat service.

Please call **1-877-222-8387** for the number of your local VA Medical Center or www.va.gov/directory

VA Application Process

Identify VA medical center for visit to primary care

- Complete VA Form 10-10EZ
- Submit 10-10EZ to VA Enrollment Specialist at end of presentation
- If you do not know the local facility that you would wish to attend, use the “VA Facility Locator” link to choose a facility
- If you have more than one preferred facility, pick one and you can change it at any time after registration

- Additional Questions:
 - Call 1-877-222-VETS (8387) or
 - Visit www.va.gov



What happens next?

- Once your return home –Contact your Transition and Care Management Program Manager at your local VA Medical Center to help make an appointment and access VA's many health care services
- When you arrive at the VA, you will be asked to provide a few more details to complete the process
- However, you are enrolled once you complete the online application – and once enrolled, you are always enrolled



Please bring your DD214 with you on your first visit to your VA Medical Center

Dental Care

A Time Sensitive Free Benefit

- VA offers free dental benefits for evaluation and treatment for recently discharged Veterans
- You may qualify for these benefits if you meet both of the following requirements:
 - You served more than 90 days of continued service, and
 - Your DD214 does not show that you received all needed dental service at least 90 days prior to your separation

Note: You must apply for this dental care within 180 days (6 months) of separation from active duty service!



Transition and Care Management (TCM)

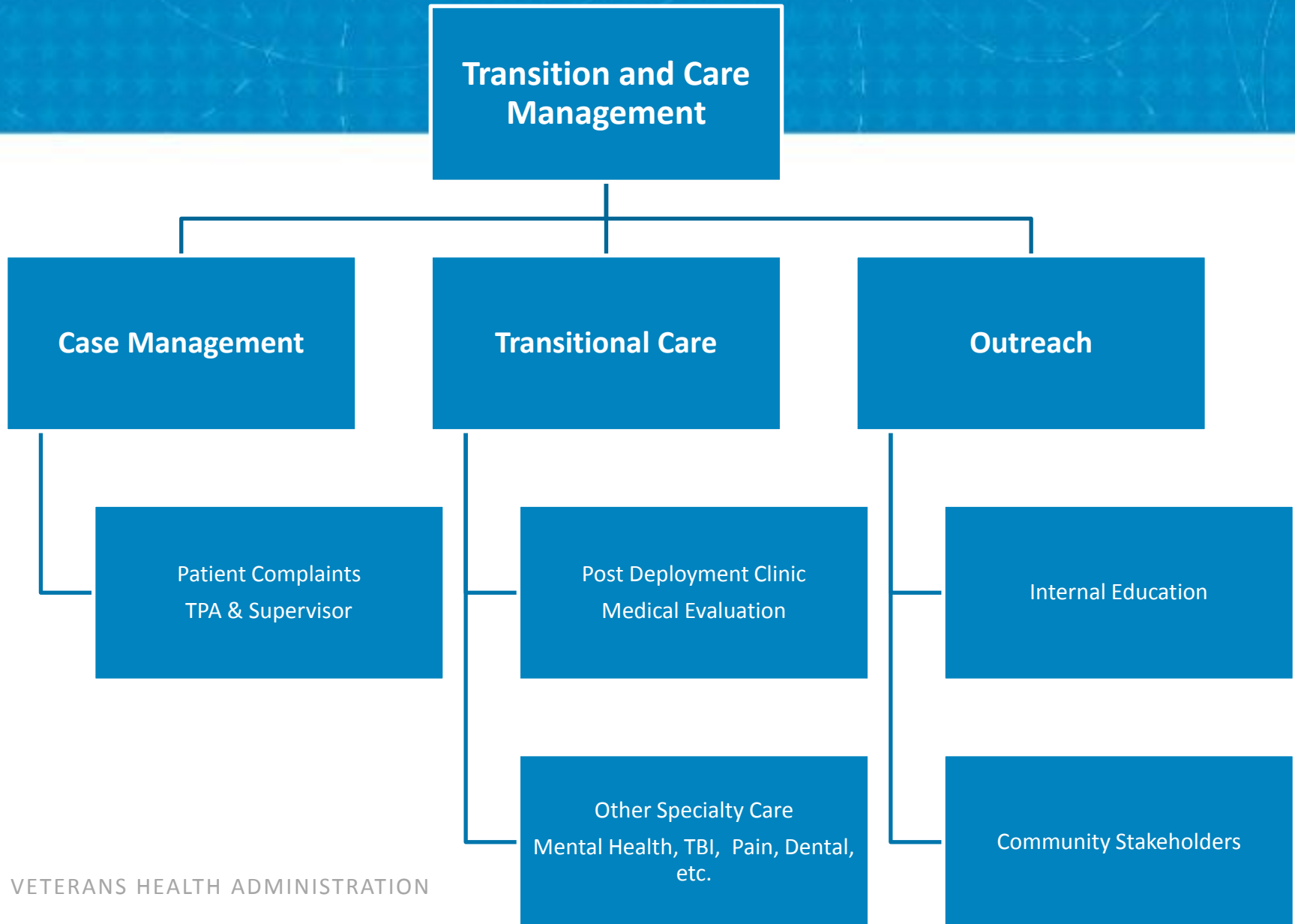
Welcome to the VA!

- At each VA Medical Center there is a dedicated team for Returning Combat Veterans
- They can work with you and your family on post combat concerns including:
 - Anxiety
 - Employment
 - Housing
 - GI Bill
 - Marital or readjustment issues
 - Other



Please call 1-877-222-8387 for the number of your local VA Medical Center

Transition New Combat Veterans



Transition and Care Management (TCM) Services include:

- Case Management
- Counseling for individual, groups, and families
- Enrollment and Eligibility Counseling
- Post-Deployment Screenings
- Post Traumatic Stress Disorder (PTSD) Counseling
- Primary and Specialty Care
- Traumatic Brain Injury Screening and Treatment
- Chaplin Services
- Referral to Community Services

NOTE: Not all services are available at every location. Ask your health care provider or the Transition and Care Management Program Team for more information.

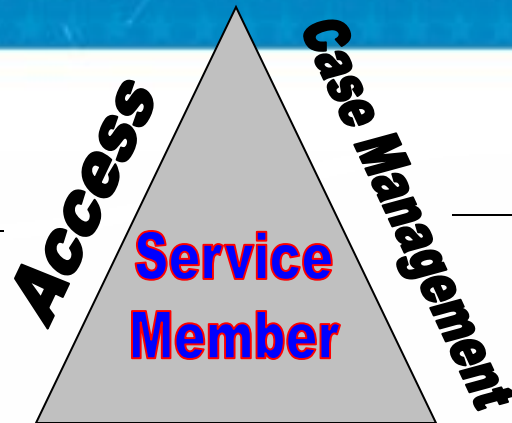
Severely Injured Veterans

Veterans Health Administration (VHA) policy is that severely injured or sick OEF/OIF/OND active duty service members are transitioned seamlessly from Military Treatment Facilities to Veterans Health Administration facilities.

Veterans with any of the following conditions are considered severely injured:

- Amputation
- Traumatic Brain Injury
- Spinal Cord Injury
- Blind
- Burn Injury
- Post Traumatic Stress Disorder
- Incurable or Fatal Disease
- Psychiatric Condition that occurred after September 11, 2001

Transition and Care Management Program



Care of Severely Injured

Access,
Transition
assistance, &
support all
other needs

Coordination of
care across the
continuum

Specialized care- Polytrauma, TBI,
MH and other traumatic injuries

VA Major Benefit Programs (VBA)



- **Disability Benefits**
 - **Compensation** - VA pays you monthly compensation if you are at least 10% disabled as a result of military service.
 - **Pension** – VA can pay a pension if you are a wartime veteran with limited income and you are permanently and totally disabled or are 65 or older.
- **Education**
 - **Post 9/11 GI Bill** – Available to those who served on or after September 11, 2011. It pays tuition and fees up to the most expensive, public, in-state undergraduate program rate, provides a monthly housing allowance, and a stipend for books and supplies. It also provides an option for service members to transfer benefits to a spouse or child.
- **Vocational Rehabilitation & Employment**
- **Life Insurance**
 - Group life Insurance (SGLI), Traumatic Injury Protection under Service members' Group Life Insurance (TSGLI) and Veterans' Group Life Insurance (VGLI)
- **Home Loan Guaranty**

VA's Women Veterans Health Care

Attention Female Veterans

- Since 2000, the number of women Veterans seeking VA health care has doubled
- To meet their needs, each VA medical facility has a Women Veterans Program Manager
- VA strives to provide the best health care for women Veterans, including:
 - Primary care and preventive health
 - Mental Health services for depression, anxiety, military sexual trauma, stress, and substance abuse.
 - Gynecology and maternity care , infertility, mammograms, nutrition, and more
 - Special programs for vocational rehabilitation, education, and career counseling
 - Specialty care
- VA is equipped to deliver one-stop services in women's health clinics at many VA medical centers
- For more information: www.publichealth.va.gov/womenshealth



VA Crisis Line

Reaching Out

- Veterans Crisis Hotline can provide support at **1-800-273-TALK (8255)** or www.suicidepreventionlifeline.org
- VA offers a Veterans Crisis Hotline staffed by trained professionals
- This hotline is available 24 hours a day to help in an immediate crisis
- Give the Lifeline number or website to anyone you know who is exhibiting warning signs
- You can also text to Veterans Crisis Line at 838255



Homeless Veterans Program

Resources for those in need

- VA offers a variety of resources, programs, and benefits for Veterans who are homeless or who are at risk of becoming homeless
- Our **National Call Center** provides free, 24/7 access to trained counselors
- Our counselors can connect you with resources for housing, health care, food, and other assistance
- Call **1-877-4AID VET (1-877-424-3838)**; or Chat live, 24 hours a day, 7 days a week
- More info: <http://www.va.gov/homeless/>



Veterans Justice Outreach (VJO) Initiative

- The VA has committed to preventing incarceration and reducing recidivism among veterans through the development of the VA Justice Outreach Program (VJO).
- In April 2009 a mandate was issued for all medical centers to have a VJO.

"The purpose of the VJO initiative is to avoid unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible Veterans in contact with the criminal justice system have access to VHA mental health and substance services."

Source: Department of Veteran's Affairs, April 30, 2009. Under Secretary for Health's Information Letter. Information and Recommendations for Services Provided by the VHA Facilities to Veterans in the Criminal Justice System. Washington, D.C.

Caregiver Support Program

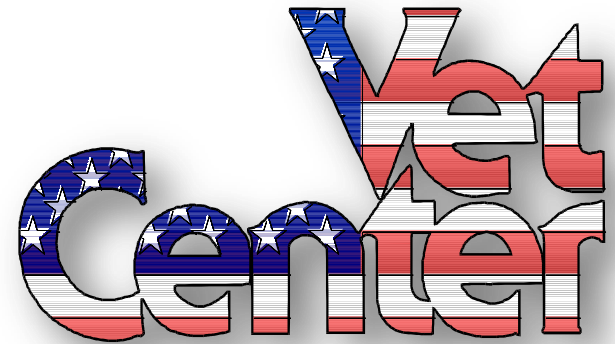
- **Two Caregiver programs offered at the VA:**
 1. **Family Caregivers** for Veterans seriously injured in the line of duty on or after September 11, 2001 (Caregivers eligible to receive a stipend)
 2. **General Caregivers** for all other Era Veterans (WWII, Korea, Vietnam, etc.)
- **Both programs offer the following services:**
 - Education and Training on Caregiving
 - Mental Health Counseling
 - Respite Care and Home Health Aide and Adult Day Health Care
 - Support Group
 - Information on other VA services

<http://www.caregiver.va.gov>



The Vet Center Services:

- Individual Counseling
- Group Counseling
- Military Sexual Trauma Counseling
- Marital/Family Counseling
- Bereavement Counseling
- Drug and Alcohol Referral
- Liaison with VA & Community Resources
- Benefits Assistance Referral
- Community Education and Career Referral



Contact Information

1-800-905-4675 (Eastern)

1-866-496-8838 (Pacific)

www.vetcenter.va.gov

Job Resources

Finding a Job

- You've served your country, now you are ready for a new challenge. What do you want to do next?
- Let us help you:
 - Finding and secure a job , including at the VA
 - Browse career opportunities
 - Transfer military to civilian experience on your resume

FEDSHIREVETS

VETSUCCESS.GOV

VA for VETS
YOUR GATEWAY TO VA CAREERS

Visit www.oefoif.va.gov for more information

VA Reaches Out to Vets via the Web and Social Media

- VA is reaching out via Facebook and Twitter, engaging Veterans in social networking communities and via micro-blogging.
- These sites allow VA to update Veterans on new health and benefits information, as well as open a dialogue between Veterans and VA.



www.facebook.com/VeteransAffairs
www.facebook.com/VeteransHealth
www.facebook.com/VeteransBenefits



Twitter: Follow

[@DeptVetAffairs](#) [@VeteransHealth](#) [@VAVetBenefits](#)



Blogs: Read and comment at blogs.va.gov/Vantage

OEF/OIF Website: www.oefoif.va.gov

VETERANS HEALTH ADMINISTRATION



VA and DOD Outreach



PDHRA
POST-DEPLOYMENT HEALTH REASSESSMENT



VHA Office of Interagency Health Affairs

POC: Ken Mac Garrigle, (202) 461-4185,
ken.macgarrigle@va.gov

Bay Pines VAHCS

Transition and Care Management Team

Program Office

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Questions

